Service: georgia.gov Content Management

Service Line: Web Hosting

Status: In Production

General Description:
The georgia.gov Content Management Service simplifies and automates content creation, management and publication for the web, giving agency users convenient, extended control over their content.

Service Level Targets: N/A

Availability:
- Available to state agencies and entities
- Geographic availability – Statewide
- Usage availability – 24 hours a day, 365 days a year

Limitations:
- Online access required

Prerequisites: N/A

Pricing / Charges:
GTA will not charge for the georgia.gov Content Management Service for FY 2006 and FY2007. If GTA decides to charge for this service in the future, it will give one year's notice before doing so.

Service Components or Product Features Included in Base Price:

- Access to web-based content management service to create and manage online content
- Content storage
- Standard templates for the creation of a typical agency website
- Use of the georgia.gov search engine
- Constituent front-line support for basic information and questions provided by the Portal Contact Center 8 a.m. to 5 p.m., Monday through Friday.

Options Available for an Additional Charge:
N/A

Service Components or Product Features Not Included:
N/A

What GTA Provides:

- Technical environment for the Content Management Service
- Training on how to use the service
- Consulting on information architecture development, usability and taxonomy development
- Customer support
- A project manager to help coordinate customer and GTA activities.

What the Customer Provides:

- Resources for content creation
- Resources for any custom templates or development required for agency websites
- Project management resources to coordinate tasks with GTA.

Service Support:

Customers of the georgia.gov Content Management Service are provided with e-mail and basic telephone support 24 hours a day, 365 days a year.

1. **Telephone and E-mail Support:** GTA agrees to provide its Content Management Service customers support via e-mail at CommandCenter@gta.ga.gov and by telephone at (404) 656-7378.

2. **Support Response:** GTA will use reasonable efforts to respond to all support calls and e-mails as quickly as possible.

3. **Resolution:** GTA will use reasonable efforts to resolve service interruptions that are within the control of the georgia.gov Content Management Service.

4. **Scheduled Maintenance Notification:** GTA plans several scheduled maintenance windows each year (usually on early Sunday mornings, from 3 a.m. - 6 a.m.) to maintain and increase the availability and performance of the Content Management Service.

5. **Primary Customer Contact:** To obtain support, the customer must name a primary contact to act as the customer's support liaison. (The primary contact is listed on the User Information Form when the account is setup.) If the primary contact is not available, the customer may name an alternate contact.

Note: Customers must provide GTA with all contacts' names, e-mails and phone numbers. This information will be used to validate support requests made to GTA and to send service updates and outage notifications. The customer needs to keep this information current.

Service Issue Escalation:
GTA Content Management Support Process:

Telephone: (404) 656-7378
E-mail: consolidatedhelpdesk@gta.ga.gov

Unplanned Work Support Model:

If an end user of a customer application using the georgia.gov Content Management Service experiences a problem, they should:

1. Notify the customer's Contact Center.
2. The customer determines if the problem is within their application or with the georgia.gov Content Management Service.
3. If the problem is with the Content Management Service, the customer primary contact contacts the GTA Command Center. The GTA Command Center is staffed 24 hours a day, 365 days a year.
4. A GTA internal ticket will be created and assigned to the appropriate resources responsible for resolving the escalated problem.

Support Model for Unplanned Work
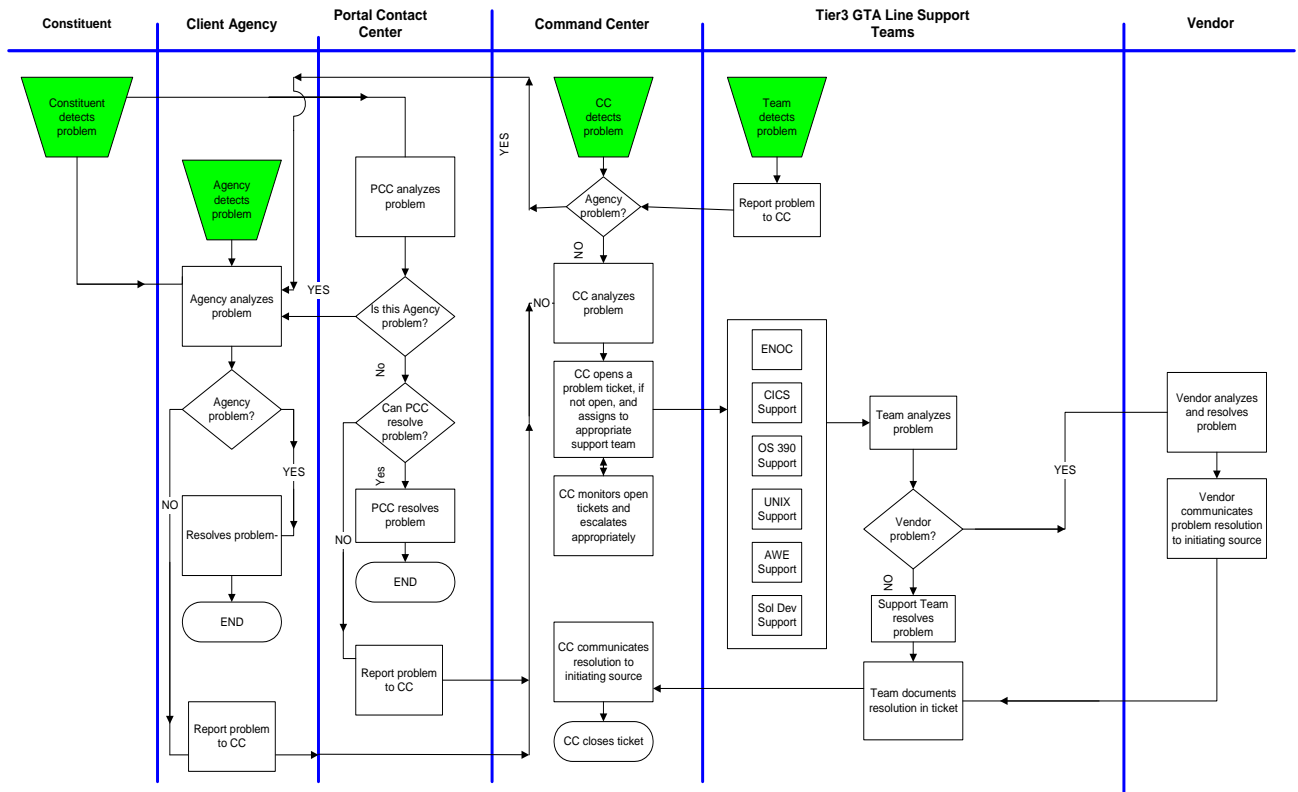
Benefits / Advantages:

- Allows non-technical business users to create and manage content using their favorite tools such as Microsoft Office, web browsers, etc.
- Agency content owners can publish content with less help from technical resources.
- Pre-built content types are included and ready to use.
- Staff can securely access and update agency content 24 hours a day via the Internet.
- Release of new content and expiration of old content can be scheduled.

How to Start this Service:

- Contact the GTA Office of Marketing Solutions at gtasolutionsmrktg@gta.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products:

Georgia.gov Tools and Components: Enterprise Survey and Forms Tool

Other Information: N/A

Terms and Definitions: N/A